

What is claimed is:

1. A system for responding to requests, said system comprising:
an IVR for identifying a requestor and for querying said requester for relevant information;
an unit of work record, for attaching said relevant information to said unit of work record;
a routing switch in communication with said IVR;
a database including information relative to said requester, said database also in
communication with said routing switch such that information from both said IVR and said
database can be combined and forwarded;
a device in communication with said routing switch, for distributing the relevant information
and the database information exiting the routing switch; and
a receiver adapted to receive said relevant information and said database information from
said device during said call and for responding to said requests.
2. The system of claim 1, wherein said IVR has the ability to recognize and respond to human
speech.
3. The system of claim 1, wherein said receiver is a computer terminal at a live agent's desktop.